

MOBILE CRAMMING SETTLEMENT

Under each of the four settlements, the carriers, including Sprint and Verizon, must also take a number of steps designed to ensure that they only bill consumers for third-party charges that have been authorized, including the following:

- The carriers must obtain consumers' express consent before billing consumers for third-party charges, and must ensure that consumers are only charged for services if the consumers have been informed of all material terms and conditions of their payment.
- The carriers must give consumers an opportunity to obtain a full refund or credit when they are billed for unauthorized third-party charges.
- The carriers must inform their customers when they sign up for services that their mobile phone can be used to pay for third-party charges, and must inform consumers of how those third-party charges can be blocked if the consumers do not want to use their phone to pay for third-party products.
- The carriers must present third-party charges in a dedicated section of consumers' mobile phone bills, must clearly distinguish them from the carrier's own charges and must include in that same section information about the consumers' ability to block third-party charges.